Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - First Contact Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Product**	**Low**	**FCR Total**
Governor's Office	Application Services	Danielle Hood	Novell GroupWise PDA	1 0	1 0
			Product Total	1 0	1 0
		Dustin Crump	Droid	1 0	1 0
			Product Total	1 0	1 0
		Paul Lundell	Novell GroupWise	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		3 0	3 0
	Application Support - Oracle	Jill Everett	Medicaid Managed Care	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Campus Networking	Jordy Davis	None	1 1	1 1

Governor's Office

				Low	FCR Total
Governor's Office	Campus Networking	Jordy Davis	Product Total	1 1	1 1
		Assigned to Individual Total		1 1	1 1
	Capitol Desktop Support	Chad Poll	None	14 13	14 13
			Product Total	14 13	14 13
		Assigned to Individual Total		14 13	14 13
	Enterprise Security	Jerri Averre	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Help Desk	Brenda Treadway	Novell Client for 32-bit Windows	1 1	1 1
			Product Total	1 1	1 1
		Eileen Dubach	Utah Master Directory	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		2 2	2 2
	Metro B Help Desk	Ed Conrad	Novell GroupWise 32-bit	1 0	1 0

Governor's Office

Governor's Office				Low	FCR Total
Governor's Office	Metro B Help Desk	Ed Conrad	Product Total	10	10
		Assigned to Individual Total		10	10
	Metro D Desktop Support	Eldon Jenson	None	10	10
			Product Total	10	10
		Michael Schmidt	Data Warehouse	10	10
			Novell Client for 32-bit Windows	10	10
			Product Total	20	20
		Steve Gibb	None	20	20
			Product Total	20	20
		Assigned to Individual Total		50	50
	Metro D Help Desk	Doug Brown	None	22	22
			Product Total	22	22
		John Robinson	Novell Client for 32-bit Windows	10	10
			Product Total	10	10

Governor's Office

			Low	FCR Total
Governor's Office	Metro D Help Desk	**Assigned to Individual Total**	32	32
	Network Operations	Brian Chatwin — None	10	10
		Product Total	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Britany Finlay — Telephone	20	20
		Product Total	20	20
		Kelly Johnson — Telephone	10	10
		Product Total	10	10
		Romanza Hamblin — Telephone	44	44
		Product Total	44	44
		Assigned to Individual Total	74	74
	Voice/Data/WAN Services	Greg Blessing — Telephone	10	10
		Product Total	10	10
		Assigned to Individual Total	10	10

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Governor's Office

		Low	FCR Total
Governor's Office	**Customer Company Total**	40	40
		22	22
Customer Company Total		40	40
		22	22

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Inital Response	
				Low	MIR Total
Governor's Office	Application Services	Danielle Hood	Novell GroupWise PDA	1 0	1 0
			Product Total	1 0	1 0
		Dustin Crump	Droid	1 0	1 0
			Product Total	1 0	1 0
		Paul Lundell	Novell GroupWise	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		3 0	3 0
	Application Support - Oracle	Jill Everett	Medicaid Managed Care	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		1 1	1 1
	Campus Networking	Jordy Davis	None	1 0	1 0

Governor's Office

				Low	MIR Total
Governor's Office	Campus Networking	Jordy Davis	Product Total	10	10
		Assigned to Individual Total		10	10
	Capitol Desktop Support	Chad Poll	None	140	140
			Product Total	140	140
		Assigned to Individual Total		140	140
	Enterprise Security	Jerri Averre	None	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Help Desk	Brenda Treadway	Novell Client for 32-bit Windows	10	10
			Product Total	10	10
		Eileen Dubach	Utah Master Directory	10	10
			Product Total	10	10
		Assigned to Individual Total		20	20
	Metro B Help Desk	Ed Conrad	Novell GroupWise 32-bit	10	10

Governor's Office

				Low	MIR Total
Governor's Office	Metro B Help Desk	Ed Conrad	Product Total	10	10
		Assigned to Individual Total		10	10
	Metro D Desktop Support	Eldon Jenson	None	10	10
			Product Total	10	10
		Michael Schmidt	Data Warehouse	10	10
			Novell Client for 32-bit Windows	10	10
			Product Total	20	20
		Steve Gibb	None	20	20
			Product Total	20	20
		Assigned to Individual Total		50	50
	Metro D Help Desk	Doug Brown	None	20	20
			Product Total	20	20
		John Robinson	Novell Client for 32-bit Windows	10	10
			Product Total	10	10

Governor's Office

				Low	MIR Total
Governor's Office	Metro D Help Desk	**Assigned to Individual Total**		30	30
	Network Operations	Brian Chatwin	None	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Voice Operations	Britany Finlay	Telephone	20	20
			Product Total	20	20
		Kelly Johnson	Telephone	10	10
			Product Total	10	10
		Romanza Hamblin	Telephone	40	40
			Product Total	40	40
		Assigned to Individual Total		70	70
	Voice/Data/WAN Services	Greg Blessing	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10

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Governor's Office

		Low	MIR Total
Governor's Office	**Customer Company Total**	40 1	40 1
Customer Company Total		40 1	40 1

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Product	Low	ATTIR Total
Governor's Office	Application Services	Danielle Hood	Novell GroupWise PDA	1 0.32	1 0.32
			Product Total	1 0.32	1 0.32
		Dustin Crump	Droid	1 0.18	1 0.18
			Product Total	1 0.18	1 0.18
		Paul Lundell	Novell GroupWise	1 0.18	1 0.18
			Product Total	1 0.18	1 0.18
		Assigned to Individual Total		3 0.22	3 0.22
	Application Support - Oracle	Jill Everett	Medicaid Managed Care	1 6.21	1 6.21
			Product Total	1 6.21	1 6.21
		Assigned to Individual Total		1 6.21	1 6.21
	Campus Networking	Jordy Davis	None	1 0.10	1 0.10

Governor's Office

				Low	ATTIR Total
Governor's Office	Campus Networking	Jordy Davis	Product Total	1 0.10	1 0.10
		Assigned to Individual Total		1 0.10	1 0.10
	Capitol Desktop Support	Chad Poll	None	14 0.05	14 0.05
			Product Total	14 0.05	14 0.05
		Assigned to Individual Total		14 0.05	14 0.05
	Enterprise Security	Jerri Averre	None	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		1 0.00	1 0.00
	Help Desk	Brenda Treadway	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Eileen Dubach	Utah Master Directory	1 0.23	1 0.23
			Product Total	1 0.23	1 0.23
		Assigned to Individual Total		2 0.12	2 0.12
	Metro B Help Desk	Ed Conrad	Novell GroupWise 32-bit	1 0.00	1 0.00

Governor's Office

				Low	ATTIR Total
Governor's Office	Metro B Help Desk	Ed Conrad	Product Total	1 0.00	1 0.00
		Assigned to Individual Total		1 0.00	1 0.00
	Metro D Desktop Support	Eldon Jenson	None	1 0.48	1 0.48
			Product Total	1 0.48	1 0.48
		Michael Schmidt	Data Warehouse	1 0.15	1 0.15
			Novell Client for 32-bit Windows	1 0.20	1 0.20
			Product Total	2 0.18	2 0.18
		Steve Gibb	None	2 0.19	2 0.19
			Product Total	2 0.19	2 0.19
		Assigned to Individual Total		5 0.24	5 0.24
	Metro D Help Desk	Doug Brown	None	2 0.00	2 0.00
			Product Total	2 0.00	2 0.00
		John Robinson	Novell Client for 32-bit Windows	1 0.23	1 0.23
			Product Total	1 0.23	1 0.23

Governor's Office

Governor's Office				Low	ATTIR Total
Governor's Office	Metro D Help Desk	**Assigned to Individual Total**		3 0.08	3 0.08
	Network Operations	Brian Chatwin	None	1 0.08	1 0.08
			Product Total	1 0.08	1 0.08
		Assigned to Individual Total		1 0.08	1 0.08
	Voice Operations	Britany Finlay	Telephone	2 0.20	2 0.20
			Product Total	2 0.20	2 0.20
		Kelly Johnson	Telephone	1 0.05	1 0.05
			Product Total	1 0.05	1 0.05
		Romanza Hamblin	Telephone	4 0.25	4 0.25
			Product Total	4 0.25	4 0.25
		Assigned to Individual Total		7 0.20	7 0.20
	Voice/Data/WAN Services	Greg Blessing	Telephone	1 0.11	1 0.11
			Product Total	1 0.11	1 0.11
		Assigned to Individual Total		1 0.11	1 0.11

Governor's Office

		Low	ATTIR Total
Governor's Office	**Assigned Group Total**	40 0.27	40 0.27
Customer Company Total		40 0.27	40 0.27

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	Product	Low	MR Total
Governor's Office	Application Services	Danielle Hood	Novell GroupWise PDA	1 0	1 0
			Product Total	1 0	1 0
		Dustin Crump	Droid	1 0	1 0
			Product Total	1 0	1 0
		Paul Lundell	Novell GroupWise	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		3 0	3 0
	Application Support - Oracle	Jill Everett	Medicaid Managed Care	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		1 1	1 1
	Campus Networking	Jordy Davis	None	1 1	1 1

Governor's Office

				Low	MR Total
Governor's Office	Campus Networking	Jordy Davis	Product Total	1 1	1 1
		Assigned to Individual Total		1 1	1 1
	Capitol Desktop Support	Chad Poll	None	14 0	14 0
			Product Total	14 0	14 0
		Assigned to Individual Total		14 0	14 0
	Enterprise Security	Jerri Averre	None	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		1 1	1 1
	Help Desk	Brenda Treadway	Novell Client for 32-bit Windows	1 0	1 0
			Product Total	1 0	1 0
		Eileen Dubach	Utah Master Directory	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		2 0	2 0
	Metro B Help Desk	Ed Conrad	Novell GroupWise 32-bit	1 0	1 0

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				Low	MR Total
Governor's Office	Metro B Help Desk	Ed Conrad	Product Total	10	10
		Assigned to Individual Total		10	10
	Metro D Desktop Support	Eldon Jenson	None	10	10
			Product Total	10	10
		Michael Schmidt	Data Warehouse	10	10
			Novell Client for 32-bit Windows	10	10
			Product Total	20	20
		Steve Gibb	None	21	21
			Product Total	21	21
		Assigned to Individual Total		51	51
	Metro D Help Desk	Doug Brown	None	20	20
			Product Total	20	20
		John Robinson	Novell Client for 32-bit Windows	10	10
			Product Total	10	10

Governor's Office

				Low	MR Total
Governor's Office	Metro D Help Desk	**Assigned to Individual Total**		30	30
	Network Operations	Brian Chatwin	None	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Voice Operations	Britany Finlay	Telephone	20	20
			Product Total	20	20
		Kelly Johnson	Telephone	10	10
			Product Total	10	10
		Romanza Hamblin	Telephone	40	40
			Product Total	40	40
		Assigned to Individual Total		70	70
	Voice/Data/WAN Services	Greg Blessing	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10

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Governor's Office

		Low	MR Total
Governor's Office	**Assigned Group Total**	40 4	40 4
Customer Company Total		40 4	40 4

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Product	Low	ATTR Total
Governor's Office	Application Services	Danielle Hood	Novell GroupWise PDA	1 2.19	1 2.19
			Product Total	1 2.19	1 2.19
		Dustin Crump	Droid	1 0.24	1 0.24
			Product Total	1 0.24	1 0.24
		Paul Lundell	Novell GroupWise	1 2.68	1 2.68
			Product Total	1 2.68	1 2.68
		Assigned to Individual Total		3 1.70	3 1.70
	Application Support - Oracle	Jill Everett	Medicaid Managed Care	1 6.21	1 6.21
			Product Total	1 6.21	1 6.21
		Assigned to Individual Total		1 6.21	1 6.21
	Campus Networking	Jordy Davis	None	1 13.87	1 13.87

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Governor's Office

				Low	ATTR Total
Governor's Office	Campus Networking	Jordy Davis	Product Total	1 13.87	1 13.87
		Assigned to Individual Total		1 13.87	1 13.87
	Capitol Desktop Support	Chad Poll	None	14 0.05	14 0.05
			Product Total	14 0.05	14 0.05
		Assigned to Individual Total		14 0.05	14 0.05
	Enterprise Security	Jerri Averre	None	1 25.34	1 25.34
			Product Total	1 25.34	1 25.34
		Assigned to Individual Total		1 25.34	1 25.34
	Help Desk	Brenda Treadway	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Eileen Dubach	Utah Master Directory	1 0.23	1 0.23
			Product Total	1 0.23	1 0.23
		Assigned to Individual Total		2 0.12	2 0.12
	Metro B Help Desk	Ed Conrad	Novell GroupWise 32-bit	1	1

Governor's Office

Governor's Office				Low	ATTR Total
Governor's Office	Metro B Help Desk	Ed Conrad	Product Total	1	1
		Assigned to Individual Total		1	1
	Metro D Desktop Support	Eldon Jenson	None	1 2.45	1 2.45
			Product Total	1 2.45	1 2.45
		Michael Schmidt	Data Warehouse	1 0.70	1 0.70
			Novell Client for 32-bit Windows	1 2.91	1 2.91
			Product Total	2 1.80	2 1.80
		Steve Gibb	None	2 4.25	2 4.25
			Product Total	2 4.25	2 4.25
		Assigned to Individual Total		5 2.91	5 2.91
	Metro D Help Desk	Doug Brown	None	2 0.00	2 0.00
			Product Total	2 0.00	2 0.00
		John Robinson	Novell Client for 32-bit Windows	1 0.43	1 0.43
			Product Total	1 0.43	1 0.43

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Governor's Office

				Low	ATTR Total
Governor's Office	Metro D Help Desk	**Assigned to Individual Total**		3 0.14	3 0.14
	Network Operations	Brian Chatwin	None	1 0.39	1 0.39
			Product Total	1 0.39	1 0.39
		Assigned to Individual Total		1 0.39	1 0.39
	Voice Operations	Britany Finlay	Telephone	2 0.20	2 0.20
			Product Total	2 0.20	2 0.20
		Kelly Johnson	Telephone	1 0.64	1 0.64
			Product Total	1 0.64	1 0.64
		Romanza Hamblin	Telephone	4 0.49	4 0.49
			Product Total	4 0.49	4 0.49
		Assigned to Individual Total		7 0.43	7 0.43
	Voice/Data/WAN Services	Greg Blessing	Telephone	1 0.21	1 0.21
			Product Total	1 0.21	1 0.21
		Assigned to Individual Total		1 0.21	1 0.21

Governor's Office

		Low	ATTR Total
Governor's Office	**Assigned Group Total**	40 1.80	40 1.80
Customer Company Total		40 1.80	40 1.80

Governor's Office

Detail

Incident	Name	Category	Type	Item		Status	TIR Missed		Hours
INC000000454250	Stephen Alderman	Network	None	None			TIR Missed: No		0.08
	Metro D Desktop Support	Steve Gibb	Governor's Office	Low		Closed	TTR Missed: Yes		7.60
INC000000455267	Cheralyn Anderson	Telecom	Voice Mail	Telephone			TIR Missed: No		0.24
	Voice Operations	Romanza Hamblin	Governor's Office	Low		Closed	TTR Missed: No		0.51
INC000000455719	Lena Ward	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low		Closed	TTR Missed: No		0.00
INC000000456038	Nancy Grisel	None	None	None			TIR Missed: No		0.08
	Network Operations	Brian Chatwin	Governor's Office	Low		Closed	TTR Missed: No		0.39
INC000000456258	Stephen Alderman	None	None	None			TIR Missed: No		0.30
	Metro D Desktop Support	Steve Gibb	Governor's Office	Low		Closed	TTR Missed: No		0.91
INC000000456260	Patsy Buchi	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Closed	TTR Missed: No		0.00
INC000000456265	Samantha Brouse	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Closed	TTR Missed: No		0.00
INC000000456403	Justin Siebenhaar	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Closed	TTR Missed: No		0.00
INC000000457164	Clifford Strachan	None	None	Droid			TIR Missed: No		0.18
	Application Services	Dustin Crump	Governor's Office	Low		Closed	TTR Missed: No		0.24
INC000000458966	Joanne Slotnik	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Closed	TTR Missed: No		0.00
INC000000459687	Joanne Slotnik	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Closed	TTR Missed: No		0.00
INC000000459865	Ann J Carrillo	Telecom	Voice Mail	Telephone			TIR Missed: No		0.00
	Voice Operations	Britany Finlay	Governor's Office	Low		Closed	TTR Missed: No		0.00
INC000000460098	Dean Healey	Telecom	Voice Mail	Telephone			TIR Missed: No		0.09
	Voice Operations	Romanza Hamblin	Governor's Office	Low		Closed	TTR Missed: No		0.63
INC000000460311	Carolynne Loder	Telecom	Call Management	Telephone			TIR Missed: No		0.05
	Voice Operations	Kelly Johnson	Governor's Office	Low		Closed	TTR Missed: No		0.64
INC000000460718	David Stoddard	Application	Error	Data Warehouse			TIR Missed: No		0.15
	Metro D Desktop Support	Michael Schmidt	Governor's Office	Low		Closed	TTR Missed: No		0.70
INC000000460737	Jo Lynn Kruse	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Closed	TTR Missed: No		0.00

Governor's Office

INC000000461635	Chris Tallackson	Telecom	Voice Mail	Telephone			TIR Missed:	No	0.62
	Voice Operations	Romanza Hamblin	Governor's Office	Low		Closed	TTR Missed:	No	0.67
INC000000462337	David Stoddard	Application	Error	Medicaid Managed Care System			TIR Missed:	Yes	6.21
	Application Support - Oracle	Jill Everett	Governor's Office	Low		Closed	TTR Missed:	Yes	6.21
INC000000464177	Noleen Warrick	PC/Laptop	Performance	None			TIR Missed:	No	0.48
	Metro D Desktop Support	Eldon Jenson	Governor's Office	Low		Resolved	TTR Missed:	No	2.45
INC000000464458	Ann J Carrillo	Network	None	None			TIR Missed:	No	0.10
	Campus Networking	Jordy Davis	Governor's Office	Low		Resolved	TTR Missed:	Yes	13.87
INC000000464714	Jason knight	Telecom	Feature	Telephone			TIR Missed:	No	0.11
	Voice/Data/WAN Services	Greg Blessing	Governor's Office	Low		Resolved	TTR Missed:	No	0.21
INC000000465319	Lena Ward	Network	Error	Novell Client for 32-bit Windows			TIR Missed:	No	0.23
	Metro D Help Desk	John Robinson	Governor's Office	Low		Resolved	TTR Missed:	No	0.43
INC000000465366	Gary Scheller	Application	Password	Utah Master Directory			TIR Missed:	No	0.23
	Help Desk	Eileen Dubach	Governor's Office	Low		Resolved	TTR Missed:	No	0.23
INC000000465812	Spencer Hadley	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Resolved	TTR Missed:	No	0.00
INC000000465841	Shannon Simonsen	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Resolved	TTR Missed:	No	0.00
INC000000465936	Juliette Tennert	None	None	None			TIR Missed:	No	0.00
	Enterprise Security	Jerri Averre	Governor's Office	Low		Resolved	TTR Missed:	Yes	25.34
INC000000466322	Ann J Carrillo	Network	Performance	Novell Client for 32-bit Windows			TIR Missed:	No	0.20
	Metro D Desktop Support	Michael Schmidt	Governor's Office	Low		Resolved	TTR Missed:	No	2.91
INC000000466344	Brandon Malman	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Governor's Office	Low		Resolved	TTR Missed:	No	0.00
INC000000466508	Ann J Carrillo	Telecom	Voice Mail	Telephone			TIR Missed:	No	0.04
	Voice Operations	Romanza Hamblin	Governor's Office	Low		Resolved	TTR Missed:	No	0.14
INC000000467457	Patsy Buchi	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Resolved	TTR Missed:	No	0.00
INC000000468572	Nancy Neilson	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Resolved	TTR Missed:	No	0.00
INC000000468583	Scott Mecham	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low		Resolved	TTR Missed:	No	0.00
INC000000468699	David Stoddard	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low		Resolved	TTR Missed:	No	0.00

Governor's Office

INC	Name	Category	Type	Product	TIR/TTR Missed	Time
INC000000468962	Gibson Peters	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.32
	Application Services	Danielle Hood	Governor's Office	Low Resolved	TTR Missed: No	2.19
INC000000469001	David Hebertson	Application	Error	Novell GroupWise	TIR Missed: No	0.18
	Application Services	Paul Lundell	Governor's Office	Low Resolved	TTR Missed: No	2.68
INC000000469068	Kevin anderson	Telecom	Feature	Telephone	TIR Missed: No	0.40
	Voice Operations	Britany Finlay	Governor's Office	Low Resolved	TTR Missed: No	0.40
INC000000469866	Noleen Warrick	Server	Error	None	TIR Missed: No	0.70
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Resolved	TTR Missed: No	0.70
INC000000470136	Fran Fish	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Resolved	TTR Missed: No	0.00
INC000000470367	Cheralyn Anderson	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Governor's Office	Low Resolved	TTR Missed: No	
INC000000470573	Casey Yeates	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Resolved	TTR Missed: No	0.00